

# **VIRGINIA Relay Service**

## **February, 2002**

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### **Commendations**

**Voice February 3, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice February 4, 2002**

The customer commended the CA for his/her intonation.

**Category:** CA/OPR Related

**TTY February 8, 2002**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**TTY February 11, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY February 11, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY February 13, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY February 13, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice February 14, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY February 18, 2002**

The customer commended the CA for keeping him/her informed.

**Category:** CA/OPR Related

**TTY February 18, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice February 20, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY February 27, 2002**

The customer commended the CA for following instructions.

**Category:** CA/OPR Related

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## Complaints

**TTY February 5, 2002**

The customer was concerned that her relay calls would be billed incorrectly. A CA told her a toll call would be billed by MCI.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained to the customer that her line is profiled for MCI long distance, but her LEC will still bill her for toll calls.

**Contact Closed:** February 7, 2002

**TTY February 5, 2002**

The customer complained the CA would not dial the number with a 1 at the beginning.

**Category:** Methods Related

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Attempted to explain to the customer that his/her number was dialed correctly, but he/she hung up.

**Contact Closed:** February 5, 2002

**TTY February 6, 2002**

The customer has a premium calling plan with his LEC, but relay calls that should be included in the plan are not.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the bill, and determined that the customer needs to contact the LEC to ensure relay calls are included.

**Contact Closed:**

**TTY February 7, 2002**

The customer complained he was billed long distance for local relay calls.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the bill, and requested credit for incorrect charges.

**Contact Closed:**

**TTY February 11, 2002**

The customer complained she had been billed long distance for local relay calls.

**Category:** Billing Rate

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** Investigated the bill, and requested credit for the incorrect charges.

**Contact Closed:**

**TTY February 18, 2002**

The customer complained he was billed long distance for local relay calls.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the bill, and requested credit for incorrect charges.

**Contact Closed:** March 5, 2002

**Voice February 18, 2002**

The customer complained the CA typed background noises during the call.

**Category:** Methods Related

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Attempted to contact the customer but was unsuccessful.

**Contact Closed:** February 18, 2002

**TTY February 21, 2002**

The customer complained he was charged long distance for local relay calls.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the bill, and requested credit for the incorrect charges.

**Contact Closed:**

**Voice February 24, 2002**

The customer complained he had several customers that were billed incorrectly for relay calls.

**Category:** Billing Rate

**Escalation:** Received by the Account Manager and handled by the same.

**Resolution:** Explained our database was corrected, and credit would be issued for calls billed incorrectly.

**Contact Closed:** March 1, 2002

**TTY February 25, 2002**

The customer complained the CA would not place his/her relay call using the PA Relay Service.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Attempted to transfer the customer to a CA to place his call, but the customer said thank you and hung up.

**Contact Closed:** February 25, 2002

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## Inquiries/Comments

**Voice February 1, 2002**

The customer asked how relay calls are billed and where she could get a TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained how relay calls are billed, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** February 1, 2002

**Voice February 1, 2002**

The caller asked whether a PC could be used to place relay calls.

**Category:** Computer Settings

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided hyperterminal settings for placing relay calls.

**Contact Closed:** February 4, 2002

**TTY February 1, 2002**

The customer said his/her VCO feature would not work in ASCII.

**Category:** Technical Related

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** February 1, 2002

**TTY February 4, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** February 4, 2002

**TTY February 4, 2002**

The customer wanted to update his/her profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Updated the customer's profile.

**Contact Closed:** February 4, 2002

**TTY February 4, 2002**

The customer asked why Sprint is billing his relay calls when AT&T is his carrier of choice.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the issue, and set up a Relay Choice Profile to resolve the customer's problem.

**Contact Closed:** February 14, 2002

**TTY February 7, 2002**

The customer wanted to update his/her Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** There were no changes to update.

**Contact Closed:** February 7, 2002

**Voice February 7, 2002**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and the Relay Website.

**Contact Closed:** February 7, 2002

**TTY February 7, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** February 7, 2002

**TTY February 7, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** February 7, 2002

**Voice February 11, 2002**

The customer wanted to confirm her information on the relay service was correct.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Confirmed the customer's information was correct. Referred the customer to the Virginia Department of the Deaf and Hard of Hearing

**Contact Closed:** February 11, 2002

**Voice February 12, 2002**

The customer asked why he/she was billed for long distance relay calls.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained how relay calls are billed.

**Contact Closed:** February 12, 2002

**TTY February 15, 2002**

The customer inquired about changing his communication preference on his profile. He was not sure how to use the Relay Website to make that change.

**Category:** Other

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Provided the customer instructions on sending profile updates through the relay website.

**Contact Closed:** February 17, 2002

**TTY February 17, 2002**

The customer asked how their relay calls are billed.

**Category:** Billing/Rate

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Referred the customer to his/her LEC.

**Contact Closed:** February 17, 2002

**Voice February 19, 2002**

The callers requested a toll restriction be placed on a customer's line.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:**  
**Contact Closed:**

**Voice February 21, 2002**

The caller asked whether a PC could be used to place relay calls.

**Category:** Computer Settings

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided hyperterminal settings for placing relay calls.

**Contact Closed:** February 24, 2002

**Voice February 24, 2002**

The customer wanted to discontinue his service with AT&T.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the customer to AT&T Residential Service.

**Contact Closed:** February 25, 2002

**Voice February 25, 2002**

The customer reported a problem with her son being able to reach her through the relay service.

**Category:** Technical Related

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the number and found a block has been mistakenly issued to ADT Security on the customer's number. Removed the block.

**Contact Closed:** February 27, 2002

**TTY February 25, 2002**

The caller requested a toll restriction be placed on the line.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the toll restriction requested, and advised the caller it had been done.

**Contact Closed:** March 3, 2002

**Voice February 25, 2002**

The customer asked why she was billed for local relay calls.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:**

**Contact Closed:**

**Voice February 26, 2002**

The customer asked how her father would be able to make a relay call as a TTY user.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained VCO relay and provided relay service numbers. Referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** February 26, 2002

**Voice February 28, 2002**

The customer questioned the rate she was billed for a call through Virginia Relay.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained to the customer that the call was long distance, and if she does not have a calling plan with AT&T, she will be billed at the highest rate.

**Contact Closed:** March 5, 2002